



State of California

Admin/Users Guide
For
Enterprise Customer Satisfaction Survey

Revised 09/3/2004

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1 Introduction

The purpose of this document is to provide instructions to ECSS users on how to use the system.

The target users for this document are as follows:

- ECSS Department Admin Users
- ECSS Agency Users
- ECSS Admin User(s)

2 ECSS Account Management

ECSS uses My California portal framework for user account management. All ECSS users will need to have an account with the My California portal to be able to use ECSS for managing surveys and performing analysis. **You have an option of turning off the generic questions and using the ECSS as a more versatile data-gathering tool. To turn off the default questions call the ECSS Administrator at Teale Data Center (916) 464-4105 with your department code and the number of the survey.**

Following are the steps to have your account created for ECSS:

1. Register at http://my.ca.gov/state/portal/myca_homepage.jsp to create an account that you would like to use for administering ECSS (Register link is on top-left in the page shown below). Note that username and password are case-sensitive and can be 4 to 11 characters long.



Complete all the steps of the registration process.

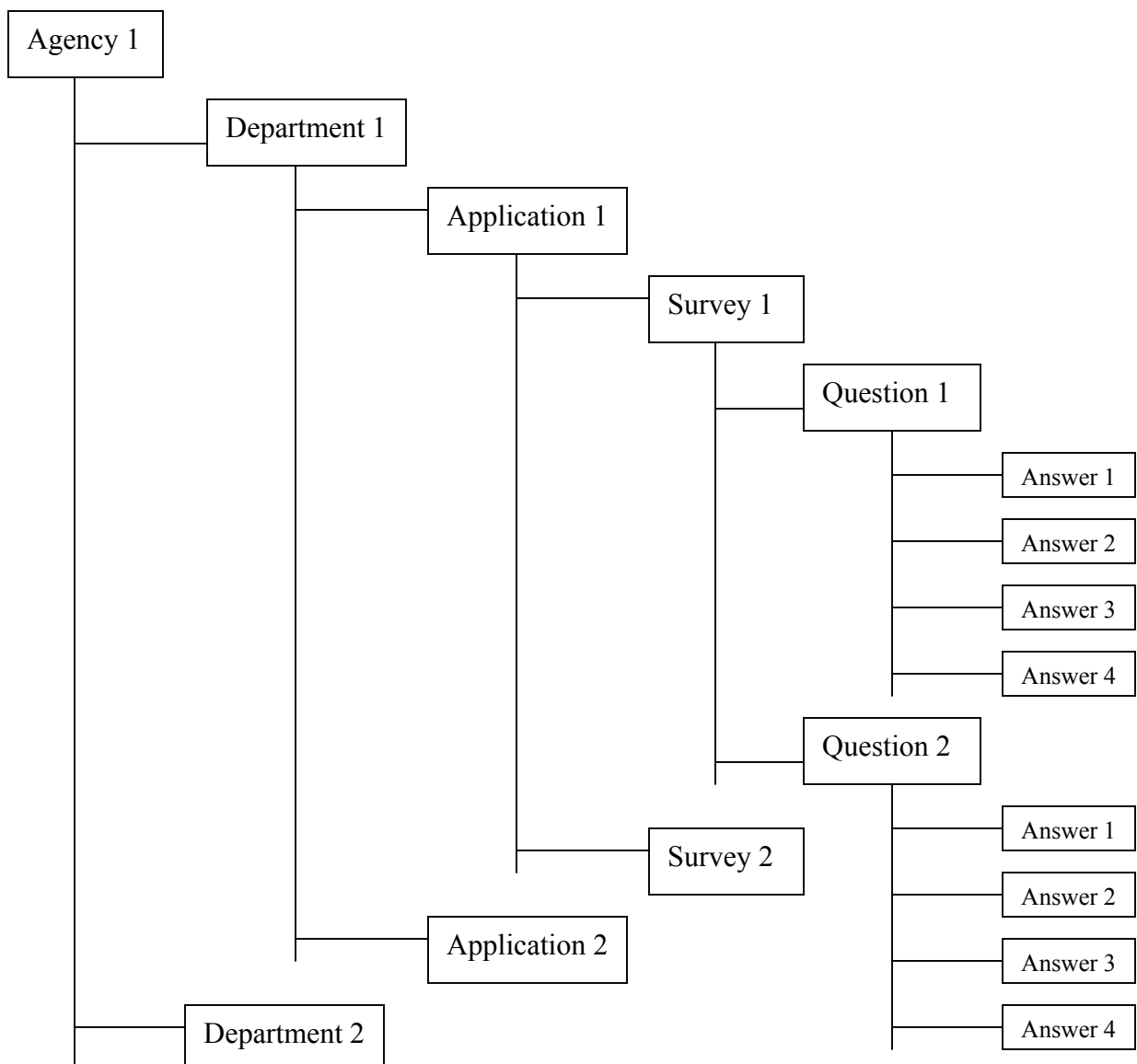
2. Send following information about yourself to ECSS administrator at Teale Data Center:
 - First Name
 - Last Name
 - Email Address
 - Phone Number
 - Department / Agency
 - ECSS Role (ECSS Dept Admin or ECSS Agency User)
 - Username (*this is the username you just created in previous step*)
 - Department Name
 - Department URL
 - Department 3-digit code
3. ECSS administrator will ensure that your department info has been added to ECSS.
4. ECSS administrator will also coordinate with portal M&O team to grant you appropriate ECSS role.
5. After your account is setup, you are ready to use ECSS.

3 ECSS Items Hierarchy

Following is the list of ECSS items:

- Agencies
- Departments
- Applications
- Surveys
- Questions
- Answers

Here is the hierarchy of above items:



4 ECSS Question Types

ECSS allows following 6 types of questions:

1. Multiple Choices – Select One

How would you rate the “ease of use” of (name of application)?

- ☐ Very Easy to Use
- ☐ Easy to Use
- ☐ Neither Easy nor Difficult to Use
- ☐ Difficult to Use
- ☐ Very Difficult to Use

2. Multiple Choices – Select all that apply

Why did you conduct this transaction online? Select all that apply.

- ☐ Faster
- ☐ Easier
- ☐ No time to go to State Office
- ☐ Prefer online transactions
- ☐ Ability to pay by credit card

3. List of Values – Select one from drop down list

How did you previously conduct this transaction?

By Mail
By Telephone
In-person
Never used service

4. Free Text

Do you have any additional comments or questions? If you wish to receive a reply from us, please include your name and email address.

(Maximum 255 characters)

5. Multiple Choices – Select one with detail

How long did this transaction take to perform?

- ☐ Under 5 minutes
- ☐ 6-10 minutes
- ☐ 11-15 minutes
- ☐ Other/Please specify

6. Rank – Select rank in relation to other listed answers

How would you rank your abilities? (1=poor, 4=excellent)

	1	2	3	4
Swimming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Singing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sancing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team sports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Text box

What aspect of the application would you like to improve?

(user define number of characters)

5 ECSS Logon

Go to URL http://www.ca.gov/state/ecss/admin/ecss_login.jsp for signing on to ECSS. You may wish to bookmark the link for later use.

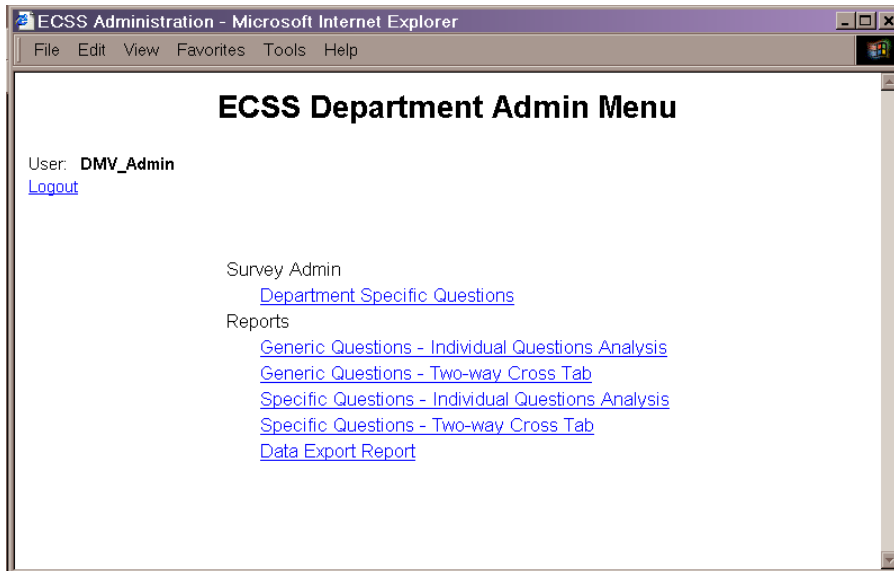
ECSS has a common logon screen for all users as shown below:

A screenshot of a web browser window titled "ECSS Administration - Microsoft Internet Explorer". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The main content area of the browser displays a web page titled "ECSS Logon". On the page, there are two input fields: "User Name:" and "Password:". Below these fields is a "Submit" button. The browser window also shows standard window controls (minimize, maximize, close) in the top right corner.

Depending upon user's ECSS role, the logon screen displays appropriate page for the user.

6 ECSS Department Admin Users

Department admin user will see following page after successful log on:



6.1 Survey Admin

Department admin user can add, modify or delete application, survey, questions and answers.

Note that Delete function is only to allow for correcting any erroneous entries. If an item has been created and has been used i.e. a survey response has been recorded, the system does not allow deleting that entry.

6.1.1 Applications

Clicking Department Specific Questions from above screen displays following page:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Applications

[Main Menu](#)
 User: **ECSS_Admin**
 Department: **Department of Motor Vehicles**

	Code	Name	Start Date	End Date	URL	Description	Created By	C
<input checked="" type="radio"/>	3	Driving School Information	04/18/2002		http://eg.dmv.ca.gov/oling/Welcome.jsp	DMV - OL Driving School Information	tstuser525	04
<input type="radio"/>	4	Music	04/18/2002		http://www.parks.ca.gov/	This is a test to see if I can pass it!	tstuser525	04
<input type="radio"/>	2	Online Appointments	01/01/2002		https://eg.dmv.ca.gov/foAppt/Welcome.jsp	Online Appointments	tstuser306	04
<input type="radio"/>	6	Test Application	04/18/2002	04/30/2002	http://test.ca.gov	Test Application	tstuser525	04
<input type="radio"/>	1	Vehicle Registration Renewal	01/01/2002		http://www.dmv.ca.gov/online/vr/rv_top2.htm	Vehicle Registration Renewal	tstuser306	04
<input type="radio"/>	33	demo app	04/23/2002			demo app	tstuser525	04
<input type="radio"/>	333	Sergey's Test	04/21/2002	04/22/2002			ECSS_Admin	04

Clicking Add button in above screen shows following form for adding an application:

ECSS Add Application

[Main Menu](#) [Applications](#)
 User: **tdcuser**
 Department: **690**

Field	Value
Code *	<input type="text"/>
Title	<input type="text" value="Customer Satisfaction Survey"/>
Name *	<input type="text"/>
Start Date (mm/dd/yyyy) *	<input type="text" value="08/04/2004"/>
End Date (mm/dd/yyyy)	<input type="text"/>
URL	<input type="text"/>
Description	<input type="text"/>
Welcome message	<input type="text" value="Thank you for using ***. We value your opinion and strive for high quality in our services. Please answer the following **** questions to help us assess the quality of services and make improvements in the future."/>
Thank you message	<input type="text" value="The Governor's Advocate for Small Business thanks you for participating in our small business survey. Your input will help us to improve the State of California's small business related services."/>

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Code	Numeric	3	No	You may use any number for application code. Note that it must be unique for your department.
Title	Text	80	Yes	You can keep the default or type what you want
Name	Text	80	No	
Start Date	Text	10	No	Start date can be any date later than or same as today's date
End Date	Text	10	Yes	End date can be open (blank). End date must be later than or same as start date.
URL	Text	1024	Yes	
Description	Text	80	Yes	Type a brief description.
Welcome message	Text	500	Yes	You can keep the default or type your own. *** = "Name" and **** = a count of the survey questions.
Thank you message	Text	500	Yes	You can keep the default or type your own. *** = "Name" and **** = count
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

Following screen shows Modify Application form:

ECSS Modify Application

[Main Menu Applications](#)
 User: **tdcuser**
 Department: **690**
 Application: **Without Generic Questions**

Field	Value
Code *	3
Title	Test Without Generic Questions
Name *	Without Generic Questions
Start Date (mm/dd/yyyy) *	07/29/2004
End Date (mm/dd/yyyy)	
URL	
Description	Test of Greg's Code 3
Welcome message	Thank you for taking this test survey. The results of *** will be helpful for the new version of the Enterprise Customer Satisfaction Survey.
Thank you message	Thank you for taking the *** survey. You are a good person.

6.1.2 Surveys

Clicking surveys from Applications screen displays following page:

ECSS Surveys

[Main Menu](#) [Applications](#)

User: **ECSS_Admin**
Department: **Department of Motor Vehicles**
Application: Online Appointments Start date: 01/01/2002

Name	Start Date	End Date	Description	Created By	Created
Online Appointments - 2002	01/01/2002		Online Appointments - 2002	tstuser525	04/16/2002

Clicking Add button in above screen shows following form for adding a survey:

ECSS Add Survey

[Main Menu](#) [Applications](#)

User: **ECSS_Admin**
Department: **Department of Motor Vehicles**
Application: Online Appointments Start date: 01/01/2002

Field	Value
Name	
Start Date (mm/dd/yyyy)	04/24/2002
End Date (mm/dd/yyyy)	
Description	

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Name	Text	80	No	
Start Date	Text	10	No	
End Date	Text	10	Yes	
Description	Text	80	Yes	
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

Following screen shows Modify Survey form:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Modify Survey

[Main Menu](#) [Applications](#)

User: **ECSS_Admin**

Department: **Department of Motor Vehicles**

Application: Online Appointments Start date: 01/01/2002

[Survey:](#) Online Appointments - 2002

Field	Value
Name	Online Appointments - 2002
Start Date (mm/dd/yyyy)	01/01/2002
End Date (mm/dd/yyyy)	
Description	Online Appointments - 2002

6.1.3 Questions

Clicking questions from surveys screen displays following page:

Order Sequence	Question	Start Date	End Date	Answer Type	Description	Created By
1	Why did you conduct this transaction online? Select all that apply.	01/01/2002		Select All		tstuser525
2	Which field office are you associated with?	01/01/2002		Select One		tstuser525

Answers Add Modify Delete

Clicking Add button in above screen shows following form for adding a question:

Field	Value
Order Sequence	3
Question	
Start Date (mm/dd/yyyy)	04/24/2002
End Date (mm/dd/yyyy)	
Description	
Answer Type	Select One
Datatype	<input checked="" type="radio"/> Text <input type="radio"/> Number <input type="radio"/> Date
Length	255
Precision	

Save Reset

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Order Sequence	Numeric	2	No	The sequence in which questions would appear on the survey page
Question	Text	255	No	
Start Date	Text	10	No	
End Date	Text	10	Yes	
Description	Text	255	Yes	
Answer Type*	Select		No	
Datatype	Select		No	Defaults to text. Choose only when you want to define a question of type 5 i.e. Multiple choice – select one with detail with text box and want to control what type of input should be accepted by the system in the text box.
Length	Numeric	3	Yes	Required when answer type is one of the following: 'select one + detail', 'rank'
Precision	Numeric	2	Yes	
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

* - Following are the values and description of 'answer types':

Value	Description
Select One	Multiple choice - Select one
Select All	Multiple choice - Select all (one or more) that apply
List of Values	List of Values
Free Text	Free Text
Select One + Detail	Multiple choice - Select one with text box for 'Other'

Following screen shows Modify Question form:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Modify Question

[Main Menu](#) [Applications](#) [Surveys](#)

User: **ECSS_Admin**
Department: **Department of Motor Vehicles**
Application: Online Appointments Start date: 01/01/2002
Survey: Online Appointments - 2002 Start date: 01/01/2002
[Question:](#) Which field office are you associated with?

Field	Value
Order Sequence	2
Question	Which field office are you associated with?
Start Date (mm/dd/yyyy)	01/01/2002
End Date (mm/dd/yyyy)	
Description	
Answer Type	Select One
Datatype	Text
Length	0
Precision	0

6.1.4 Answers

Clicking answers from questions screen displays following page:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Answers

[Main Menu](#) [Applications](#) [Surveys](#) [Questions](#)

User: **ECSS_Admin**
Department: **Department of Motor Vehicles**

Application: Online Appointments Start date: 01/01/2002
Survey: Online Appointments - 2002 Start date: 01/01/2002
Question: Which field office are you associated with? Start date: 01/01/2002

	Order	Answer	Start Date	End Date	Created By	Created	M
<input type="radio"/>	1	Los Angeles	01/01/2002		tstuser306	04/16/2002	
<input type="radio"/>	2	San Francisco	01/01/2002		tstuser306	04/16/2002	
<input type="radio"/>	3	San Jose	01/01/2002		tstuser306	04/16/2002	
<input type="radio"/>	4	Sacramento	01/01/2002		tstuser306	04/16/2002	
<input type="radio"/>	5	Other	01/01/2002		tstuser306	04/16/2002	

Clicking Add button in above screen shows following form for adding an answer:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Add Answer

[Main Menu](#) [Applications](#) [Surveys](#) [Questions](#)

User: **ECSS_Admin**
 Department: **Department of Motor Vehicles**
 Application: Online Appointments Start date: 01/01/2002
 Survey: Online Appointments - 2002 Start date: 01/01/2002
 Question: Which field office are you associated with? Start date: 01/01/2002

Field	Value
Answer Sequence	6
Answer	
Start Date (mm/dd/yyyy)	04/24/2002
End Date (mm/dd/yyyy)	
Text Box	<input type="radio"/> Yes <input checked="" type="radio"/> No
Low Value	
High Value	

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Answer Sequence	Numeric	2	No	The sequence in which answers would appear on the survey page
Answer	Text	80	No	
Start Date	Text	10	No	
End Date	Text	10	Yes	
Text Box	Select		No	Default value is No. Choose Yes only when you are defining an answer like 'Other/Please Specify' and want a text box to appear next to that answer.
Low Value	Numeric	12	Yes	Not used
High Value	Numeric	12	Yes	Not used
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

Following screen shows Modify Answer form:

ECSS Modify Answer

[Main Menu](#) [Applications](#) [Surveys](#) [Questions](#)

User: **ECSS_Admin**
Department: **Department of Motor Vehicles**
Application: Online Appointments Start date: 01/01/2002
Survey: Online Appointments - 2002 Start date: 01/01/2002
Question: Which field office are you associated with? Start date: 01/01/2002
[Answer:](#) Los Angeles

Field	Value
Answer Sequence	1
Answer	Los Angeles
Start Date (mm/dd/yyyy)	01/01/2002
End Date (mm/dd/yyyy)	
Text Box	<input type="radio"/> Yes <input checked="" type="radio"/> No
Low Value	0
High Value	0

6.2 Reports

Department admin users can run reports for applications belonging to their department. See reports section later in this document for information on how to use reports pages.

7 Survey Preview

You will need to define all components with start date as today's date to be able to preview the survey page. Also, you will need following information to preview the survey:

- Department code (3-digit department code for your department)
- Application code (this is the code you chose while defining your application in ECSS)

Enter URL like following in your browser to preview the survey page:

<http://www.ca.gov/state/ecss/first.jsp?DEPT=dcode&APP=acode> where dcode is the department code and acode is the application code.

After reviewing the survey page for the content, place the survey link at your website from where it should be invoked by customers.

For example, a survey page for Vehicle Registration System application for DMV will be at URL like the following:

<http://www.ca.gov/state/ecss/first.jsp?DEPT=525&APP=2>

Sample survey page is shown below:

Customer Satisfaction Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

California Home Wednesday, April 24, 2002

Welcome to **California** HOLLYWOOD

[Department of Motor Vehicles Home Page](#)
[eBuisness Center Home](#)

Customer Satisfaction Survey

Vehicle Registration Renewal

Thank you for using Vehicle Registration Renewal. We value your opinion and strive for high quality in our services. Please answer the following 10 questions to help us assess the quality of this online service and make improvements in the future.

1. How would you rate the "ease of use" of Vehicle Registration Renewal?

☐ Very Easy to Use
☐ Easy to Use
☐ Neither Easy nor Difficult to Use
☐ Difficult to Use
☐ Very Difficult to Use

2. How would you rate the online instructions and help for Vehicle Registration Renewal?

☐ Very Good
☐ Good
☐ Neither Good nor Poor
☐ Poor
☐ Very Poor

3. Compared to prior experience conducting this transaction, how convenient did you find Vehicle Registration Renewal to be?

☐ Much More Convenient
☐ More Convenient
☐ Neither More nor Less Convenient
☐ Less Convenient
☐ Much Less Convenient
☐ N/A - Never Conducted This Transaction Before

Page 16 Sec 1 16/16 At 3.9" Ln 2 Col 1 REC | TRK | EXT | OVR

Customer Satisfaction Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

4. What is your overall satisfaction level with using Vehicle Registration Renewal?

☐ Very Satisfied
☐ Satisfied
☐ Neither Satisfied nor Dissatisfied
☐ Dissatisfied
☐ Very Dissatisfied

5. How likely are you to use the Internet option to conduct this transaction next time?

☐ Very Likely
☐ Likely
☐ Neither Likely nor Unlikely
☐ Unlikely
☐ Very Unlikely

6. Why did you conduct this transaction online? Select all that apply.
(Please select all that apply)

☐ Faster
☐ Easier
☐ No time to go to State Office
☐ Prefer online transactions
☐ Ability to pay by credit card

7. How did you previously conduct this transaction?

-- Select One --

8. Do you have any additional comments or questions? If you wish to receive a reply from us, please include your name and email address.

Page 16 Sec 1 16/16 At 3.9" Ln 2 Col 2 REC | TRK | EXT | OVR |

Customer Satisfaction Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

☐ Faster
☐ Easier
☐ No time to go to State Office
☐ Prefer online transactions
☐ Ability to pay by credit card

7. How did you previously conduct this transaction?

-- Select One --

8. Do you have any additional comments or questions? If you wish to receive a reply from us, please include your name and email address.

(Please limit your answer to 255 characters)

9. How long did this transaction take to perform?

☐ Under 5 minutes
☐ 6-10 minutes
☐ 11-15 minutes
☐ Other/Please specify

(Please limit your answer to 30 characters)

SUBMIT CANCEL

[Back to Top of Page](#)

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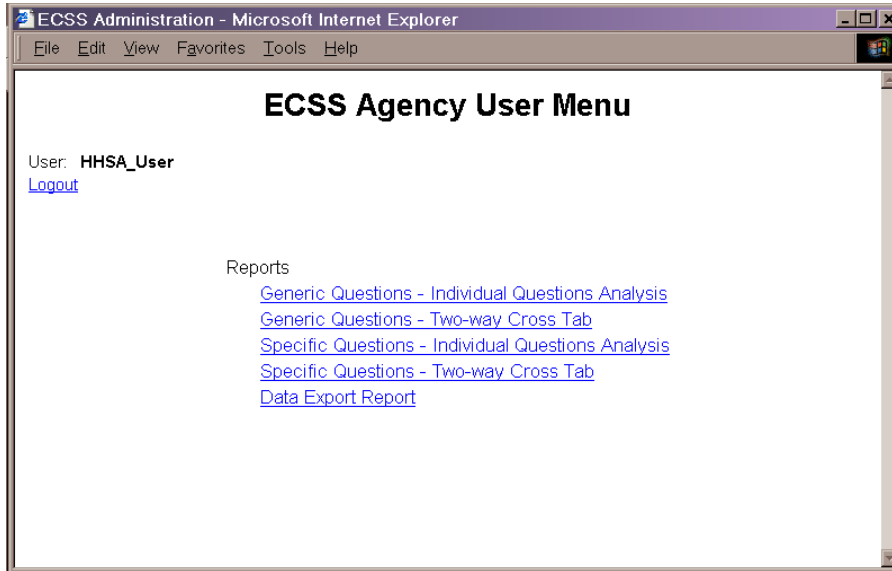
8 Survey Integration

Once you have defined a survey for an application and have previewed it, you will need to contact your web/application development team to create a link on the department / application's web page/site. The department admin user along with the web development team will need to decide where would they want to create the link to ECSS on their web page/site.

The department's web page/site should invoke the ECSS survey application by redirecting to the URL similar to <http://www.ca.gov/state/ecss/first.jsp?dept=123&app=456> where 123 is 3-digit department code and 456 is application code. These two parameters tell ECSS which survey needs to be presented.

9 ECSS Agency Users

Agency user will see following page after successful log on:



9.1 Reports

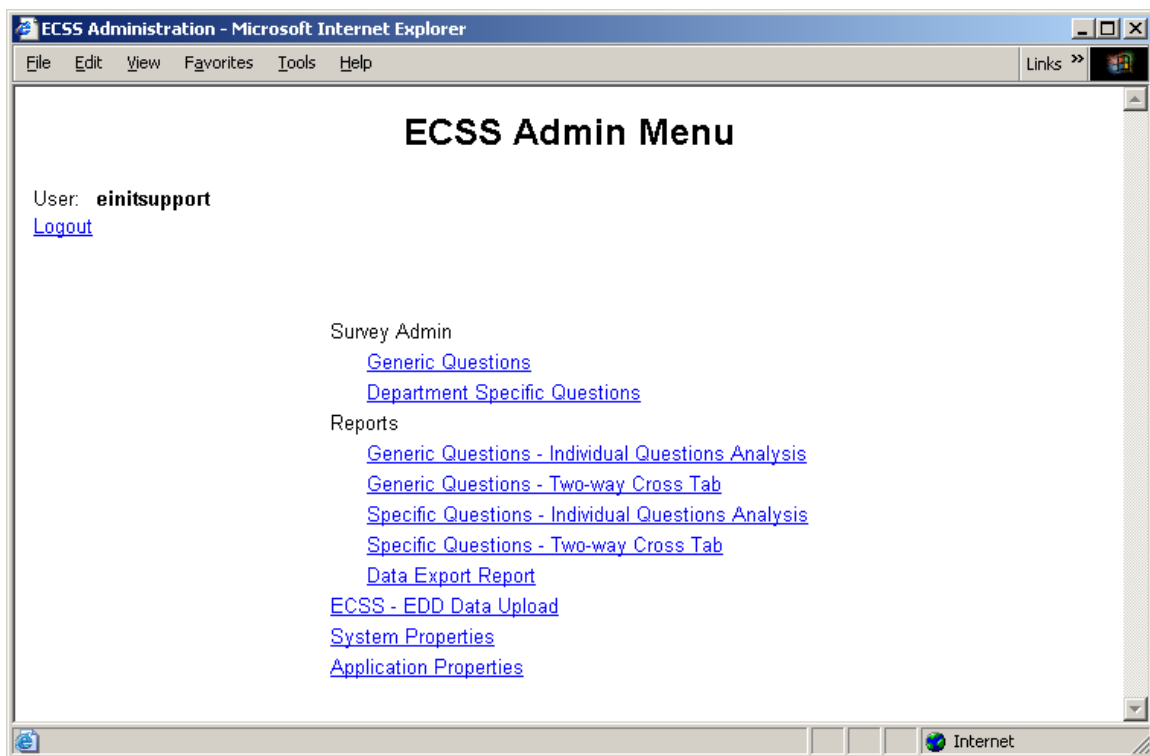
Agency users can run reports for applications belonging to the departments managed by their agency. See reports section later in this document for information on how to use reports pages.

10 ECSS Admin Users

The Statewide eGovernment Initiatives Office will administer the ECSS for various departments and agencies. Specifically, ECSS admin user will be able to perform following functions:

- Define / Modify / Delete generic questions and their answers for ECSS
- Setup ECSS system properties like turn off the generic questions and/or questions limit for a specific survey, welcome message and text message at the bottom of survey page and maximum number of department specific questions per survey
- Define / Modify / Delete departments, applications, surveys, questions and answers
- Run all reports

Following page appears after ECSS admin user logs on:



10.1a System Properties

ECSS Admin user will be able to turn off the generic questions and/or the survey question limit by selecting the System Property option listed under the user name on the ECSS System Properties page:

The screenshot shows a web browser window titled "ECSS Administration - Microsoft Internet Explorer provided by DGS - State of California". The address bar shows "Back" and "Address". The main content area is titled "ECSS System Properties". Below the title, it says "User: enitsupport" and "Application Properties". There is a table with two columns: "Field" and "Value".

Field	Value
Welcome Message	Thank you for your interest in ***. We value your opinion and strive for high quality in our services. Please answer the following **** questions to help us assess the quality of this service and make improvements in the future.
'Thank You' Page	Thank you
Cancel Page	Thank you
Disclaimer Message	
Maximum Number of	5

The browser's status bar at the bottom shows "Internet".

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links >>

Main Menu

Department	Application	Generic Questions Off	Question Limit Off
(1)	County Registration for Pest Control Licensees / DPR-County Registration for Pest control Licensees (1)	<input type="checkbox"/>	<input type="checkbox"/>
(2)	iJobs for Retired Annuitants / iJobs for Retired Annuitants pilot (2) eBusiness Center Support / (3)	<input type="checkbox"/>	<input type="checkbox"/>
(3)	Driving School Information / DMV - Driving school status information on the internet (26) Personalized Plate Internet Reservation/Ordering Process / DMV - Reserving personalized or ordering sequential ELP plates over the internet (23) Appointment on the Internet / Online appointments on the internet (25) Vehicle Registration Internet Renewal / Online vehicle registration renewal (24)	<input type="checkbox"/>	<input type="checkbox"/>
(4)	Tax Refund Status / (28) My Account Balance / (29) Electronic Installment Agreement / (53) NetFile - Invalid / (44) NetFile / (45) Head of Household Self-Test / (47) Get Your Customer Service Number / (48) Find an Authorized e-file Provider service / (50) Web Pay / (51) the online e-file development service / (52)	<input type="checkbox"/>	<input type="checkbox"/>

Internet

Turn off the generic questions and/or the question limit by checking the appropriate box for the application. Save the setting and return to the Main Menu.

10.1 Generic Questions

ECSS admin user will be able to add, modify or delete generic questions and their answers in ECSS. Only ECSS admin user has this role. Generic questions will be used by all applications that use ECSS and will be displayed first on the survey page. Note that user may place *** (3 asterisks) in the question text where s/he wants ECSS to insert the application name for which the generic question is being presented.

Clicking generic questions from ECSS admin menu displays following page:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Generic Questions

[Main Menu](#)
User: ECSS_Admin
Department:
Application:
Survey:

	Order Sequence	Question	Start Date	End Date	Answer Type	Description	Created By
<input checked="" type="radio"/>	1	How would you rate the online instructions and help for ***?	01/01/2002		Select One		tstuser306
<input type="radio"/>	1	How would you rate the "ease of use" of ***?	01/01/2002		Select One		tstuser306
<input type="radio"/>	2	Compared to prior experience conducting this transaction, how convenient did you find *** to be?	01/01/2002		Select One		tstuser306
<input type="radio"/>	4	What is your overall satisfaction level with using ***?	01/01/2002		Select One		tstuser306
<input type="radio"/>	5	How likely are you to use the Internet option to conduct this transaction next time?	01/01/2002		Select One		tstuser306

[Answers](#) [Add](#) [Modify](#) [Delete](#)

ECSS Generic Questions

Question	Start Date	End Date	Answer Type	Description	Created By	Created	Modified By	Modified
Rate the online instructions and help for ***?	01/01/2002		Select One		tstuser306	04/16/2002	tstuser306	04/23/2002
Rate the "ease of use" of ***?	01/01/2002		Select One		tstuser306	04/16/2002	tstuser306	04/23/2002
Rate your experience conducting this transaction, did you find *** to be?	01/01/2002		Select One		tstuser306	04/16/2002		
Rate your overall satisfaction level with using ***?	01/01/2002		Select One		tstuser306	04/16/2002		
How likely are you to use the Internet option to conduct this transaction?	01/01/2002		Select One		tstuser306	04/16/2002		

[Delete](#)

Clicking Add button in above screen shows following form for adding an a generic question:

ECSS Add Generic Question

[Main Menu](#)
 User: ECSS_Admin
 Department:
 Application:
 Survey:

Field	Value
Order Sequence	6
Question	
Start Date (mm/dd/yyyy)	04/24/2002
End Date (mm/dd/yyyy)	
Description	
Answer Type	Select One
Datatype	<input checked="" type="radio"/> Text <input type="radio"/> Number <input type="radio"/> Date
Length	255
Precision	

[Save](#) [Reset](#)

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
-------	------	--------	----------	----------

Order Sequence	Numeric	2	No	The sequence in which questions would appear on the survey page
Question	Text	255	No	
Start Date	Text	10	No	
End Date	Text	10	Yes	
Description	Text	255	Yes	
Answer Type*	Select		No	
Datatype	Select		No	Defaults to text. Choose only when you want to define a question of type 5 i.e. Multiple choice – select one with detail with text box and want to control what type of input should be accepted by the system in the text box.
Length	Numeric	3	Yes	Required when answer type is one of the following: ‘select one + detail’, ‘rank’
Precision	Numeric	2	Yes	
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

* - Following are the values and description of ‘answer types’:

Value	Description
Select One	Multiple choice - Select one
Select All	Multiple choice - Select all (one or more) that apply
List of Values	List of Values
Free Text	Free Text
Select One + Detail	Multiple choice - Select one with text box for ‘Other’

Following screen shows Modify Generic Question form:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Modify Generic Question

[Main Menu](#)
User: **ECSS_Admin**
Department:
Application:
Survey:
[Question:](#) How would you rate the online instructions and help for *Application*?

Field	Value
Order Sequence	<input type="text" value="1"/>
Question	How would you rate the online instructions and help for ***?
Start Date (mm/dd/yyyy)	01/01/2002
End Date (mm/dd/yyyy)	<input type="text"/>
Description	<input type="text"/>
Answer Type	Select One
Datatype	Text
Length	<input type="text" value="0"/>
Precision	<input type="text" value="0"/>

Clicking Answers in Generic Questions screen displays following page:

ECSS Answers

[Main Menu](#) [Questions](#)

User: **ECSS_Admin**
 Department:
 Application:
 Survey:
 Question: How would you rate the online instructions and help for *Application*? Start date: 01/01/2002

	Order	Answer	Start Date	End Date	Created By	Created
<input checked="" type="radio"/>	1	Very Good	01/01/2002		tstuser4306	04/16/2002
<input type="radio"/>	2	Good	01/01/2002		tstuser4306	04/16/2002
<input type="radio"/>	3	Neither Good nor Poor	01/01/2002		tstuser4306	04/16/2002
<input type="radio"/>	4	Poor	01/01/2002		tstuser4306	04/16/2002
<input type="radio"/>	5	Very Poor	01/01/2002		tstuser4306	04/16/2002

Clicking Add button in above screen shows following form for adding an answer:

ECSS Add Answer

[Main Menu](#) [Questions](#)

User: **ECSS_Admin**
 Department:
 Application:
 Survey:
 Question: How would you rate the online instructions and help for *Application*? Start date: 01/01/2002

Field	Value
Answer Sequence	6
Answer	
Start Date (mm/dd/yyyy)	04/24/2002
End Date (mm/dd/yyyy)	
Text Box	<input type="radio"/> Yes <input checked="" type="radio"/> No
Low Value	
High Value	

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Answer Sequence	Numeric	2	No	The sequence in which answers would appear on the survey page
Answer	Text	80	No	
Start Date	Text	10	No	
End Date	Text	10	Yes	
Text Box	Select		No	Default value is No. Choose Yes only when you are defining an answer like 'Other/Please Specify' and want a text box to appear next to that answer.
Low Value	Numeric	12	Yes	Not used
High Value	Numeric	12	Yes	Not used
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

Following screen shows Modify Answer form:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Modify Answer

[Main Menu](#) [Questions](#)

User: **ECSS_Admin**
 Department: **Employment Development Department**
 Application:
 Survey:
 Question: How would you rate the online instructions and help for *Application?* Start date: 01/01/2002
 Answer: [Very Good](#)

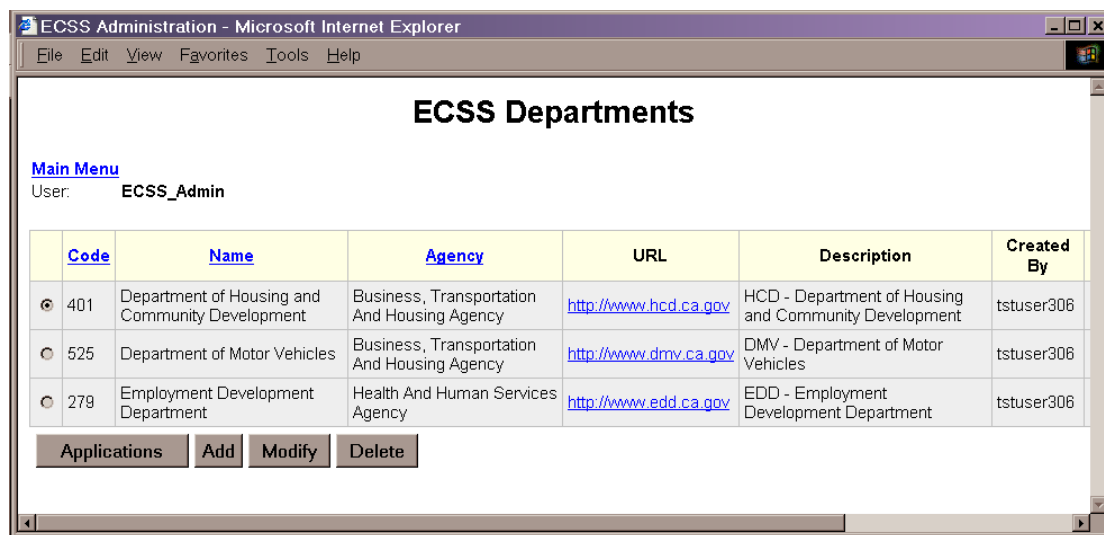
Field	Value
Answer Sequence	1
Answer	Very Good
Start Date (mm/dd/yyyy)	01/01/2002
End Date (mm/dd/yyyy)	
Text Box	No
Low Value	0
High Value	0

10.2 Department Specific Questions

ECSS admin user can also add, modify or delete department specific questions. In addition, he/she can manage departments in ECSS as shown below:

10.2.1 Departments

Clicking Department Specific Questions from the ECSS admin menu displays following page:



ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Departments

[Main Menu](#)
User: **ECSS_Admin**

	Code	Name	Agency	URL	Description	Created By
<input checked="" type="radio"/>	401	Department of Housing and Community Development	Business, Transportation And Housing Agency	http://www.hcd.ca.gov	HCD - Department of Housing and Community Development	tstuser306
<input type="radio"/>	525	Department of Motor Vehicles	Business, Transportation And Housing Agency	http://www.dmv.ca.gov	DMV - Department of Motor Vehicles	tstuser306
<input type="radio"/>	279	Employment Development Department	Health And Human Services Agency	http://www.edd.ca.gov	EDD - Employment Development Department	tstuser306

Clicking Add button in above screen shows following form for adding a department:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Add Department

[Main Menu](#) [Departments](#)

User: **ECSS_Admin**

Field	Value
Code	<input type="text"/>
Name	<input type="text"/>
Agency	Business, Transportation And Housing Agency
URL	<input type="text"/>
Description	<input type="text"/>

Following table describes each field in the form:

Field	Type	Length	Optional	Comments
Code	Numeric	3	No	This is a 3-digit code for the department.
Name	Text	80	No	
Agency	Select		No	
URL	Text	1024	No	Must specify URL for department web site.
Description	Text	80	Yes	
Created By				Populated by the system
Created				Populated by the system
Modified By				Populated by the system
Modified				Populated by the system

Following screen shows Modify Department form:

ECSS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ECSS Modify Department

[Main Menu](#) [Departments](#)

User: **ECSS_Admin**

Department: Department of Housing and Community Development

Field	Value
Code	401
Name	Department of Housing and Community Development
Agency	Business, Transportation And Housing Agency
URL	http://www.hcd.ca.gov
Description	HCD - Department of Housing and Community Development

Please see previous section for information on how to manage applications, surveys, questions and answers.

10.3 Reports

ECSS admin user can also run reports for all applications across all departments and agencies. See reports section later in this document for information on how to use reports pages.

10.4 EDD Load Interface

ECSS admin user can upload EDD customer surveys' data using the *ECSS - EDD Data Upload* screen. Please see *ECSS - EDD Data Upload* section later in this document for information on how to upload the data.

10.5 System Properties

ECSS admin user will be able to set following 5 system properties:

- Welcome message at the top of survey page
- Thank-you message at Thank You page

- Survey cancel message
- Survey page disclaimer text at the bottom of the page
- Maximum number of department specific questions per survey

11 ECSS Reports

11.1 Generic Questions Reports

11.1.1 Individual Questions Analysis

11.1.1.1 Parameter Form for ECSS Admin

ECSS Reports - Generic Questions - Individual Questions Analysis - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address <http://192.168.8.10:100/> Go

Back Forward Stop Home Search Favorites History

Generic Questions - Individual Questions Analysis

Please enter the parameters:

- All agencies
- ...Business, Transportation And Housing Agency
-Department of Housing and Community Development
-HCD's Next Generation Ultra Way-Cool Application
-HCD's Way Ultra Hip-Hop Application
-Online Registration Renewal
-Online Renewal
-Title Searches
-Department of Motor Vehicles
-Driving School Information
-Music
-Online Appointments
-Sergey's Test
-Test Application
-Vehicle Registration Renewal

Dates: From To

☒ Compare with other ECSS data

Done Internet

ECSS Admin will be able to choose any combination of the agencies, departments, and/or applications using the following standard technique:

- Mouse-click for selection of one agency, department or application
- Mouse-click holding the Ctrl key for addition of one agency, department or application to the selection.

- Mouse-click holding the Shift key for addition of agencies, departments or applications up to the current into the selection.

Note: Checking “Compare with other ECSS data” will also show survey results for ALL other ECSS (other than selected applications) data for same time period.

11.1.1.2 Parameter Form for ECSS Department Admin

The screenshot shows a web browser window titled "ECSS Reports - Generic Questions - Individual Questions Analysis - Microsoft Intern...". The address bar shows "http://192.16...". The page content is titled "Generic Questions - Individual Questions Analysis" in a large, italicized font. Below the title is a form titled "Please enter the parameters:". The form contains a list box with the following items: "Department of Motor Vehicles", "...Driving School Information", "...Music", "...Online Appointments", "...Sergey's Test", "...Test Application", "...Vehicle Registration Renewal", and "...demo app". The "...Online Appointments" and "...Vehicle Registration Renewal" items are highlighted. Below the list box are two date input fields: "Dates: From 04/01/02 To 04/24/02". Below the date fields is a checkbox labeled "Compare with other ECSS data" which is checked. At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

ECSS Department Admin will be able to choose any combination of the applications using the following standard technique:

- Mouse-click for selection of one application or the department
- Mouse-click holding the Ctrl key for addition of one application to the selection.

- Mouse-click holding the Shift key for addition of applications up to the current into the selection.

11.1.1.3 Parameter Form for ECSS Agency User

The screenshot shows a web browser window titled "ECSS Reports - Generic Questions - Individual Questions Analysis - Microsoft Internet Explorer". The address bar shows "http://192.168...". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar includes Back, Forward, Stop, Home, Search, Favorites, History, and Print. The main content area displays the title "Generic Questions - Individual Questions Analysis" in a large, italicized font. Below the title is a form titled "Please enter the parameters:". The form contains a list of items with checkboxes: "Health And Human Services Agency", "...Employment Development Department", ".....IFILE", ".....IQ Installment Agreement", ".....IQ My Account Balance", ".....IQ My Refund Status", ".....Online Appointments", ".....Title Searches - 2002", and ".....Vehicle Registration Renewal - 2002". The "Online Appointments" and "Vehicle Registration Renewal - 2002" items are selected. Below the list are two date input fields: "Dates: From 04/01/02 To 04/24/02". There is a checkbox labeled "Compare with other ECSS data" which is checked. At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

11.1.1.4 Output Layout

Generic Questions - Individual Questions Analysis				
Business, Transportation And Housing Agency Department of Housing and Community Development Title Searches Department of Motor Vehicles Online Appointments Vehicle Registration Renewal				
Dates: From 04/01/02 to 04/24/02				
How would you rate the online instructions and help for <i>application</i>?				
Answer	#	%	# Other	% Other
Very Good	5	20.8%	6	12.5%
Good	1	4.2%	3	6.3%
Neither Good nor Poor	0	0%	2	4.2%
Poor	1	4.2%	0	0%
Very Poor	0	0%	0	0%
Not Answered	17	70.8%	37	77.1%
<i>Total</i>	24		48	
How would you rate the ease of use of <i>application</i>?				
Answer	#	%	# Other	% Other
Very Easy to Use	8	33.3%	5	10%
Easy to Use	0	0%	5	10%
Neither Easy nor Difficult to Use	0	0%	3	6%
Difficult to Use	0	0%	1	2%
Very Difficult to Use	0	0%	0	0%
Not Answered	16	66.7%	36	72%
<i>Total</i>	24		50	

11.1.2 Two Way Cross Tab

11.1.2.1 Parameter Form for ECSS Admin

The screenshot shows a web browser window titled "ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer". The address bar shows "http://192.168.8.10:100/cgi-bin/SatDev3". The page content is titled "Generic Questions - Two-way Cross Tab" in a blue serif font. Below the title, a gray box contains the text "Please enter the parameters:". Inside this box, there is a scrollable list of agencies. The list includes: "All agencies", "...Business, Transportation And Housing Agency", "...Department of Housing and Community Development", "...HCD's Next Generation Ultra Way-Cool Application", "...HCD's Way Ultra Hip-Hop Application", "...Online Registration Renewal" (highlighted), "...Online Renewal", "...Title Searches", "...Department of Motor Vehicles", "...Driving School Information", "...Music", "...Online Appointments" (highlighted), "...Sergey's Test", "...Test Application", and "...Vehicle Registration Renewal" (highlighted). Below the list, there are two date input fields: "Dates: From" with the value "04/01/02" and "To" with the value "04/24/02". Below the dates is a dropdown menu with the text "Compared to prior experience conducting this transaction, how convenient did you find application to be?". Below that is another dropdown menu with the text "Select Question 2". At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu".

ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address http://192.168.8.10:100/cgi-bin/SatDev3 Go

Back Forward Stop Home Search Favorites History

Generic Questions - Two-way Cross Tab

Please enter the parameters:

All agencies
...Business, Transportation And Housing Agency
...Department of Housing and Community Development
...HCD's Next Generation Ultra Way-Cool Application
...HCD's Way Ultra Hip-Hop Application
...Online Registration Renewal
...Online Renewal
...Title Searches
...Department of Motor Vehicles
...Driving School Information
...Music
...Online Appointments
...Sergey's Test
...Test Application
...Vehicle Registration Renewal

Dates: From 04/01/02 To 04/24/02

Compared to prior experience conducting this transaction, how convenient did you find application to be?

Select Question 2

Submit Query Reset Main Menu

11.1.2.2 Parameter Form for ECSS Department Admin

The screenshot shows a web browser window titled "ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer". The address bar shows the URL "http://192.168.8.10:100/cgi-bin/SatDevC". The page content is titled "Generic Questions - Two-way Cross Tab" in a blue, italicized font. Below the title, there is a section labeled "Please enter the parameters:". This section contains a list box with the following items: "Department of Motor Vehicles", "...Driving School Information", "...Music", "...Online Appointments" (highlighted in blue), "...Sergey's Test", "...Test Application", "...Vehicle Registration Renewal" (highlighted in blue), and "...demo app". Below the list box, there are two date input fields: "Dates: From" with the value "04/01/02" and "To" with the value "04/24/02". Below the date fields, there are two dropdown menus: "Select Question 1" and "Select Question 2". At the bottom of the form, there are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

11.1.2.3 Parameter Form for ECSS Agency User

The screenshot shows a web browser window titled "ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer". The address bar displays "http://192.168.8.10:100/cgi-bin/SatDev3/". The page content is titled "Generic Questions - Two-way Cross Tab" in a blue, italicized font. Below the title, a gray box contains the instruction "Please enter the parameters:". A list box on the left contains the following items: "Health And Human Services Agency", "...Employment Development Department", ".....IFILE", ".....IQ Installment Agreement", ".....IQ My Account Balance", ".....IQ My Refund Status", ".....Online Appointments", ".....Title Searches - 2002", and ".....Vehicle Registration Renewal - 2002". The "Online Appointments" and "Vehicle Registration Renewal - 2002" items are highlighted. Below the list box, there are two date input fields: "Dates: From 04/01/02 To 04/24/02". Below the date fields, there are two dropdown menus: "Select Question 1" and "Select Question 2". At the bottom of the form, there are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address <http://192.168.8.10:100/cgi-bin/SatDev3/> Go

Back Forward Stop Home Search Favorites History Print W

Generic Questions - Two-way Cross Tab

Please enter the parameters:

Health And Human Services Agency
...Employment Development Department
.....IFILE
.....IQ Installment Agreement
.....IQ My Account Balance
.....IQ My Refund Status
.....Online Appointments
.....Title Searches - 2002
.....Vehicle Registration Renewal - 2002

Dates: From 04/01/02 To 04/24/02

Select Question 1

Select Question 2

Submit Query Reset Main Menu

Done Internet

11.1.2.4 Output Layout

ECSS Reports - Generic Questions - Two-way Cross Tab - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://192.168.8.10:100/cgi-bin/SatDev3/ecss/reports/gen_2way.jsp?BV_SessionID=@@@0856336554.101 Go

Back Search Favorites History

Generic Questions - Two-way Cross Tab

Business, Transportation And Housing Agency
Department of Housing and Community Development
Online Registration Renewal
Department of Motor Vehicles
Online Appointments
Vehicle Registration Renewal

Dates: From 04/01/02 to 04/24/02

		How likely are you to use the Internet option to conduct this transaction next time?												
		Very Likely		Likely		Neither Likely nor Unlikely		Unlikely		Very Unlikely		Not Answered		Total
Compared to prior experience conducting this transaction, how convenient did you find application to be?	Much More Convenient	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	3
		60%		0%		0%		0%		0%		0%		10%
	More Convenient	1	33.3%	1	33.3%	0	0%	0	0%	1	33.3%	0	0%	3
		20%		100%		0%		0%		100%		0%		10%
	Neither More nor Less Convenient	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%		0%
	Less Convenient	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%		0%
	Much Less Convenient	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%		0%
	N/A - Never Conducted This Transaction Before	1	50%	0	0%	0	0%	0	0%	0	0%	1	50%	2
		20%		0%		0%		0%		0%		4.3%		6.7%
	Not Answered	0	0%	0	0%	0	0%	0	0%	0	0%	22	100%	22
		0%		0%		0%		0%		0%		95.7%		73.3%
Total		5	16.7%	1	3.3%	0	0%	0	0%	1	3.3%	23	76.7%	30

11.2 Specific Questions Reports

11.2.1 Individual Questions Analysis

Note: This report will show generic questions as well as specific questions for given survey.

11.2.1.1 Parameter Form for ECSS Admin

ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Inter...

File Edit View Favorites Tools Help Address http://192.1... Go

Back Forward Stop Home Search Favorites History

Specific Questions - Individual Questions Analysis

Please enter the parameters:

Select Agency

Select Department

Select Application

Select Survey

Dates: From 04/01/02 To 04/24/02

Submit Query Reset Main Menu

11.2.1.2 Parameter Form for ECSS Department Admin

The screenshot shows a Microsoft Internet Explorer browser window with the title "ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Internet ...". The address bar displays "http://192.168.0.100/". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains Back, Forward, Stop, Home, Search, Favorites, History, and Print buttons. The main content area features the title "Specific Questions - Individual Questions Analysis" in a large, italicized, blue font. Below the title is a form titled "Please enter the parameters:". The form contains five dropdown menus: "Business, Transportation And Housing Agency", "Department of Motor Vehicles", "Select Application", and "Select Survey". Below these is a "Dates: From" field with the value "04/01/02" and a "To" field with the value "04/24/02". At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Internet ...

File Edit View Favorites Tools Help Address http://192.168.0.100/ Go

Back Forward Stop Home Search Favorites History Print

Specific Questions - Individual Questions Analysis

Please enter the parameters:

Business, Transportation And Housing Agency

Department of Motor Vehicles

Select Application

Select Survey

Dates: From 04/01/02 To 04/24/02

Submit Query Reset Main Menu

Done Internet

11.2.1.3 Parameter Form for ECSS Agency User

The screenshot shows a web browser window titled "ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Intern...". The address bar shows "http://192.16...". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar includes Back, Forward, Stop, Home, Search, Favorites, History, and Print. The main content area displays the title "Specific Questions - Individual Questions Analysis" in a large, italicized, blue font. Below the title is a form titled "Please enter the parameters:". The form contains the following fields and buttons:

- A dropdown menu for "Health And Human Services Agency".
- A dropdown menu for "Select Department".
- A dropdown menu for "Select Application".
- A dropdown menu for "Select Survey".
- A date range field: "Dates: From 04/01/02 To 04/24/02".
- Three buttons: "Submit Query", "Reset", and "Main Menu".

The browser's status bar at the bottom shows "Done" and "Internet".

11.2.1.4 Output Layout

ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Internet E...

File Edit View Favorites Tools Help Address <http://192.168.8.1> Go

Back Forward Stop Home Search Favorites History

Specific Questions - Individual Questions Analysis

Business, Transportation And Housing Agency
Department of Motor Vehicles
 Vehicle Registration Renewal
Vehicle Registration Renewal - 2002

Dates: From 04/01/02 to 04/24/02

How would you rate the online instructions and help for <i>application</i> ?		
Answer	#	%
Very Good	5	26.3%
Good	1	5.3%
Neither Good nor Poor	0	0%
Poor	1	5.3%
Very Poor	0	0%
Not Answered	12	63.2%
<i>Total</i>	19	

How would you rate the ease of use of <i>application</i> ?		
Answer	#	%
Very Easy to Use	7	36.8%
Easy to Use	0	0%
Neither Easy nor Difficult to Use	0	0%
Difficult to Use	0	0%
Very Difficult to Use	0	0%
Not Answered	12	63.2%
<i>Total</i>	19	

Comments to survey manager regarding this transaction: Comments did

11.2.2 Two Way Cross Tab

11.2.2.1 Parameter Form for ECSS Admin

The screenshot shows a web browser window titled "ECSS Reports - Specific Questions - Individual Questions Analysis...". The browser's address bar is empty, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains Back, Forward, Stop, Home, Search, Favorites, and History buttons. The main content area displays the title "Specific Questions - Two-way Cross Tab" in a blue, italicized font. Below the title is a form titled "Please enter the parameters:" with the following fields and buttons:

- Select Agency (dropdown menu)
- Select Department (dropdown menu)
- Select Application (dropdown menu)
- Select Survey (dropdown menu)
- Dates: From 04/01/02 To 04/24/02 (date pickers)
- Select Question 1 (dropdown menu)
- Select Question 2 (dropdown menu)
- Submit Query (button)
- Reset (button)
- Main Menu (button)

11.2.2.2 Parameter Form for ECSS Department Admin

ECSS Reports - Specific Questions - Individual Questions Analysis ...

File Edit View Favorites Tools Help Address Go

Back Forward Stop Home Search Favorites History

Specific Questions - Two-way Cross Tab

Please enter the parameters:

Business, Transportation And Housing Agency

Department of Motor Vehicles

Select Application

Select Survey

Dates: From 04/01/02 To 04/24/02

Select Question 1

Select Question 2

Submit Query Reset Main Menu

Done Internet

11.2.2.3 Parameter Form for ECSS Agency User

ECSS Reports - Specific Questions - Individual Questions Analysis - Microsoft Intern...

File Edit View Favorites Tools Help Address gcfkmcif.0 Go

Back Forward Stop Home Search Favorites History

Specific Questions - Two-way Cross Tab

Please enter the parameters:

Health And Human Services Agency

Select Department

Select Application

Select Survey

Dates: From 04/01/02 To 04/24/02

Select Question 1

Select Question 2

Submit Query Reset Main Menu

Done Internet

11.2.2.4 Output Layout

ECSS Reports - Specific Questions - Two-way Cross Tab - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://192.168.8.10:100/cgi-bin/SatDev3/ecss/reports/spec_2way.jsp?BV_SessionID= Go

Back Forward Search Favorites History

Specific Questions - Two-way Cross Tab

Business, Transportation And Housing Agency
Department of Motor Vehicles
Vehicle Registration Renewal
Vehicle Registration Renewal - 2002

Dates: From 04/01/02 to 04/24/02

		How did you previously conduct this transaction?										
		By Mail		By Telephone		In-person		Never used service		Not Answered		Total
What is your overall satisfaction level with using application?	Very Satisfied	2	50%	1	25%	0	0%	1	25%	0	0%	4
		100%		33.3%		0%		100%		0%		21.1%
	Satisfied	0	0%	1	100%	0	0%	0	0%	0	0%	1
		0%		33.3%		0%		0%		0%		5.3%
	Neither Satisfied nor Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%
	Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%
	Very Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%	0
		0%		0%		0%		0%		0%		0%
Not Answered	0	0%	1	7.1%	0	0%	0	0%	13	92.9%	14	
	0%		33.3%		0%		0%		100%		73.7%	
Total		2	10.5%	3	15.8%	0	0%	1	5.3%	13	68.4%	19

Exit

11.3 Data Export Report

11.3.1 Parameter Form for ECSS Admin

The screenshot shows a web browser window titled "ECSS Reports - Data Export Report - Microsoft Internet Explorer". The browser's address bar is empty, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, and History. The main content area displays the title "Data Export Report" in a large, blue, italicized font. Below the title is a form titled "Please enter the parameters:". The form contains a list box with the following items: "All agencies", "...Business, Transportation And Housing Agency", "...Department of Housing and Community Development", "...HCD's Next Generation Ultra Way-Cool Application", "...HCD's Way Ultra Hip-Hop Application", "...Online Registration Renewal" (highlighted), "...Online Renewal", "...Title Searches", "...Department of Motor Vehicles" (highlighted), "...Driving School Information", "...Music", "...Online Appointments", "...Sergey's Test", "...Test Application", and "...Vehicle Registration Renewal". Below the list box are two date input fields: "Dates: From" with the value "04/01/02" and "To" with the value "04/24/02". At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu".

11.3.2 Parameter Form for ECSS Department Admin

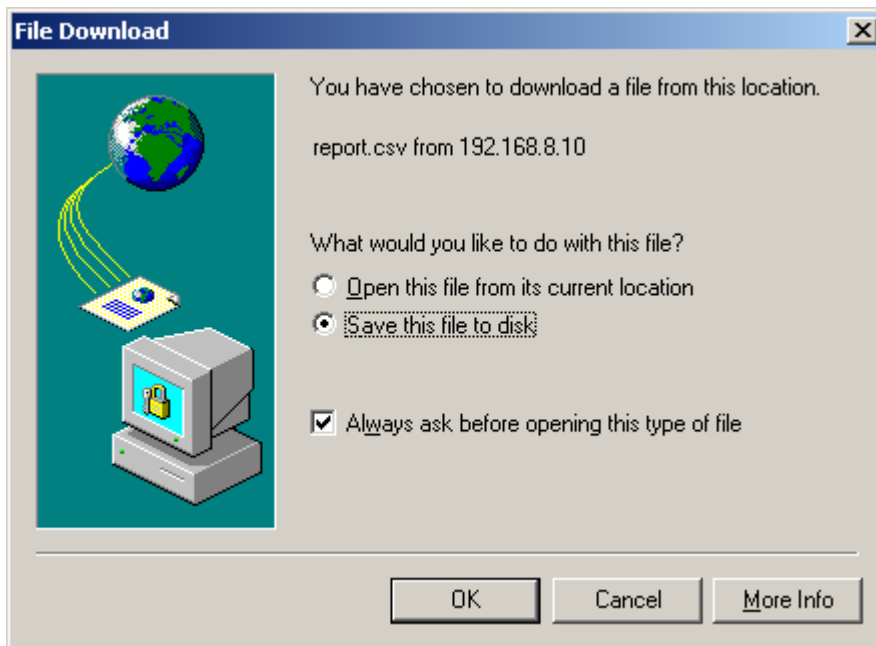
The screenshot shows a web browser window titled "ECSS Reports - Data Export Report - Microsoft Intern...". The browser's address bar is empty, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains Back, Forward, Stop, Home, Search, and Favorites buttons. The main content area displays the title "Data Export Report" in a large, italicized, blue font. Below the title is a form titled "Please enter the parameters:". The form contains a list box with the following items: "Department of Motor Vehicles", "...Driving School Information", "...Music", "...Online Appointments" (highlighted in blue), "...Sergey's Test", "...Test Application", "...Vehicle Registration Renewal" (highlighted in blue), and "...demo app". Below the list box are two date input fields: "Dates: From 04/01/02" and "To 04/24/02". At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

11.3.3 Parameter Form for ECSS Agency User

The screenshot shows a web browser window titled "ECSS Reports - Data Export Report - Microsoft Intern...". The browser's address bar is empty, and the menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains Back, Forward, Stop, Home, Search, and Favorites buttons. The main content area displays the title "Data Export Report" in a large, blue, italicized font. Below the title is a form titled "Please enter the parameters:". The form contains a list box with the following items: "Department of Motor Vehicles", "...Driving School Information", "...Music", "...Online Appointments" (highlighted), "...Sergey's Test", "...Test Application", "...Vehicle Registration Renewal" (highlighted), and "...demo app". Below the list box are two date input fields: "Dates: From 04/01/02 To 04/24/02". At the bottom of the form are three buttons: "Submit Query", "Reset", and "Main Menu". The browser's status bar at the bottom shows "Done" and "Internet".

Note: Above form will allow you to select from multiple departments under your agency.

11.3.4 Output



The output data file will contain the following fields separated by comma and optionally enclosed by double quotes:

Department Name	Application Name	Survey Name	Customer Session ID	Survey Date time	Question	Answer	Answer Text	Rank
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The Survey Date time will have the 'MM/DD/YYYY HH:MI:SS' format where HH = 0...23

In the Answer Text field, the line feed characters will be substituted by the spaces.

This file will be ready to open in Microsoft Excel using the standard text (CSV) mode.

Microsoft Excel - report[3].csv									
File Edit View Insert Format Tools Data Window Help									
A14 Department of Motor Vehicles									
	A	B	C	D	E	F	G	H	I
	Department	Application	Survey	Session ID	Survey Datetime	Question	Answer	Answer Text	Rank
1	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	Compared to prior experience conduct	More Convenient		
2	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	How likely are you to use the Internet	Very Likely		
3	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	How would you rate the online instruct	Very Good		
4	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	How would you rate the "ease of use"	(Very Easy to Use		
5	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	What is your overall satisfaction level	Satisfied		
6	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	Do you have any musical talents?		singing and I play the e	
7	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	What type of music do you enjoy?	Jazz		
8	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	Which one do you preferred to listen to	Nellie Furatado		
9	Department of Motor Vehic	Music	Favortie Music	704	4/19/2002 11:45	Who is your favorite artist?	Patty LaBelle		
10	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	Compared to prior experience conduct	More Convenient		
11	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	How likely are you to use the Internet	Very Likely		
12	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	How would you rate the online instruct	Very Good		
13	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	How would you rate the "ease of use"	(Very Easy to Use		
14	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	What is your overall satisfaction level	Satisfied		
15	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	Do you download mp3 files off the inte	Not Answered		
16	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	Do you have any musical talents?	Not Answered		
17	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	What type of music do you enjoy?	Jazz		
18	Department of Motor Vehic	Music	Favortie Music	707	4/22/2002 2:19	Which one do you preferred to listen to	Nellie Furatado		
19	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	Compared to prior experience conduct	Not Answered		
20	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	How likely are you to use the Internet	Not Answered		
21	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	How would you rate the online instruct	Not Answered		
22	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	How would you rate the "ease of use"	(Not Answered		
23	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	What is your overall satisfaction level	Not Answered		
24	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	Do you download mp3 files off the inte	Not Answered		
25	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	Do you have any musical talents?		asd	
26	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	What type of music do you enjoy?	Not Answered		
27	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	Which one do you preferred to listen to	Not Answered		
28	Department of Motor Vehic	Music	Favortie Music	722	4/22/2002 3:10	Compared to prior experience conduct	Not Answered		
29	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	How likely are you to use the Internet	(Not Answered		
30	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	How would you rate the online instruct	Not Answered		
31	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	How would you rate the "ease of use"	(Not Answered		
32	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	What is your overall satisfaction level	Not Answered		
33	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	Which field office are you associated	Not Answered		
34	Department of Motor Vehic	Online Appc	Online Appointr	685	4/17/2002 6:40	Why did you conduct this transaction	Not Answered		
35	Department of Motor Vehic	Online Appc	Online Appointr	688	4/18/2002 1:55	Compared to prior experience conduct	Not Answered		
36	Department of Motor Vehic	Online Appc	Online Appointr	688	4/18/2002 1:55	How likely are you to use the Internet	(Not Answered		
37	Department of Motor Vehic	Online Appc	Online Appointr	688	4/18/2002 1:55	How likely are you to use the Internet	(Not Answered		

12 EDD Data Upload

12.1 Data Format

Each data row must have the following fields separated by comma and optionally enclosed by double quotes:

- Application Name (e.g. IFILE)
- Question Sequence (1,2,3,...)
- Answer Sequence (1,2,3,...)
- Survey Datetime (2001-10-11 14:31:45)
- Survey Id (ECSS determines ECSS customer session id by adding 1000,000,000 as offset to EDD survey id. Note that EDD survey id must be unique across all of their data for IFILE application)
- Answer Text (blank for now) – in use for the Free Text questions and answers having the text box. Currently, no generic questions are defined this way, but it may be changed in the future - the system provides such ability.
- Rank (blank for now) – in use for the Rank question type only. Currently, no generic questions are defined this way, but it may be changed in the future - the system provides such extension ability.

12.2 Pre-Requisites

ECSS Administrator should define the following information using the *ECSS Admin - Department Specific Questions* mode:

- Employment Development *Department*. It must have 279 as the *Code*.
- *Application(s)* having the same *Name* as it appears in the first field of each data row (see above). Define just one *application* with name 'IFILE', *start date* equal to the system implementation date or earlier than the EDD data start date and open end-date.
- *Survey(s)* for that *application(s)*, being active on the given dates (field 4 of the data rows). As of now, you define just one *survey* for the IFILE *application* and *start date* equal to the system implementation date or earlier than the EDD data start date and open end-date.

12.3 ECSS - EDD Data Upload screen

ECSS - EDD Data Upload

Please copy and paste the data for upload:

```
IFILE,1,2,2001-10-11 14:25:11,1008,,  
IFILE,2,2,2001-10-11 14:25:12,1008,,  
IFILE,3,1,2001-10-11 14:25:11,1008,,  
IFILE,4,2,2001-10-11 14:25:11,1008,,  
IFILE,5,2,2001-10-11 14:25:11,1008,,  
IFILE,1,2,2001-10-11 14:26:12,1017,,  
IFILE,2,3,2001-10-11 14:26:12,1017,,  
IFILE,3,1,2001-10-11 14:26:12,1017,,  
IFILE,4,1,2001-10-11 14:26:12,1017,,  
IFILE,5,2,2001-10-11 14:26:12,1017,,  
IFILE,1,3,2001-10-11 14:31:45,1027,,  
IFILE,2,2,2001-10-11 14:31:45,1027,,  
IFILE,3,2,2001-10-11 14:31:45,1027,,  
IFILE,4,2,2001-10-11 14:31:45,1027,,  
IFILE,5,6,2001-10-11 14:31:45,1027,,
```

Submit Query Reset Main Menu

Copy and paste the data into the text area and push the Submit button. After all the data are processed, you will see the following message:

ECSS - EDD Data Upload

The EDD data have been successfully uploaded!

Main Menu

If any error arises, a message appears describing the reason and the row number, e.g.:

The screenshot shows a web browser window titled "ECSS - EDD Data Upload - Microsoft Internet Explorer". The address bar shows the URL "http://192.168.8.10:100/cgi-bin/SatDev3/ecss/lo...". The main content area displays the title "ECSS - EDD Data Upload" in blue italics. Below it, a red heading reads "Error during the ECSS-EDD upload". The error message states: "Row 1 - Duplicate upload rejected - Session ID corresponding to 21008 already exists in the database. ORA-00001: unique constraint (ANNAMS.CS_PK) violated". Below this, the rejected data is shown: "IFILE,1,2,2002-10-11 14:25:11,21008,,". A text box prompts the user to "Please copy and paste the data for upload:" and contains a list of 20 rows of data. At the bottom, there are three buttons: "Submit Query", "Reset", and "Main Menu".

ECSS - EDD Data Upload

Error during the ECSS-EDD upload

Row 1 - Duplicate upload rejected - Session ID corresponding to 21008 already exists in the database.
ORA-00001: unique constraint (ANNAMS.CS_PK) violated

IFILE,1,2,2002-10-11 14:25:11,21008,,

Please copy and paste the data for upload:

```
IFILE,1,2,2002-10-11 14:25:11,21008,,
IFILE,2,2,2002-10-11 14:25:12,21008,,
IFILE,3,1,2002-10-11 14:25:11,21008,,
IFILE,4,2,2002-10-11 14:25:11,21008,,
IFILE,5,2,2002-10-11 14:25:11,21008,,
IFILE,1,2,2002-10-11 14:26:12,21017,,
IFILE,2,3,2002-10-11 14:26:12,21017,,
IFILE,3,1,2002-10-11 14:26:12,21017,,
IFILE,4,1,2002-10-11 14:26:12,21017,,
IFILE,5,2,2002-10-11 14:26:12,21017,,
IFILE,1,3,2002-10-11 14:31:45,21027,,
IFILE,2,2,2002-10-11 14:31:45,21027,,
IFILE,3,2,2002-10-11 14:31:45,21027,,
IFILE,4,2,2002-10-11 14:31:45,21027,,
IFILE,5,6,2002-10-11 14:31:45,21027,,
```

Submit Query Reset Main Menu

The data are populated into the database only after the successful completion. If any error rises, no data are recorded into the database. That allows you safely fix the erroneous data and repeat the upload.